

Best Council Plan Ambition & Priority	Portfolio Service Area	Target 2020/21	Previous/ comparator result	Latest result
📍 Culture				
Number of visitors to a range of venues and events	Culture & Sport	Increase	2,712,122 tickets/Visitors 2019	Recent results not available for this KPI
Number of employees in the creative industries in Leeds	Culture & Sport	Increase	12,000 2018	Recent results not available for this KPI
Best Council KPIs				
🏢 Efficient, Enterprising & Healthy Organisation				
Council workforce representation compared to the city (Census 2011) and over time	Human Resources	For our workforce to be representative of our communities	Female 61%. 40+ 64%. BAME 15% Disabled 6%. Carers 10%. LGB 3%. T+ <1% End Sep 2019	Female 61%. 40+ 65%. BAME 14% Disabled 6%. Carers 9%. LGB 3%. T+ <1% End Nov 2020
Number / percentage of apprentices employed by the council	Human Resources	2.30% target (4 year average)	604 (2.31%) 30 Sep 2019	704 (2.7%) 30 Sep 2020
Score out of ten given by staff working for Leeds City Council	Human Resources	Increase	7.5 / 10 48% response rate 2019 survey	Next results due 2021
Average staff sickness levels	Human Resources	8.5 days target	10.97 days (excl schools) 12 months to end Jun 2019	10.70 days (excl schools) 12 months to end Oct 2020
Reduction in workplace accident and incident reports (with a specific reduction in absence related to violence & aggression and manual handling)	Human Resources	Decrease	1 Specified (Major) Injuries 4 Over-7-days Injuries Jul-Sep 2019	2 Specified (Major) & 5 Over-7-days Injuries 14 Reportable cases of COVID-19 Jul-Sep 2020
Number of employees who believe that their immediate manager/supervisor looks out for their general health and wellbeing	Human Resources	Increase	77% 2019 survey	Next results due 2021
Percentage of staff appraisals and mid-year reviews completed	Human Resources	100%	Mid-year 97.51% Year-end - No result 2019/20	Recent results not available for this KPI
Gender pay gap across council staff	Human Resources	Below 5% gap (mean hourly rate) by 31 Mar 2020 (reported 2021)	6.3% gap (mean hourly rate) 31 Mar 2018	5.9% gap (mean hourly rate) 31 Mar 2019
Level of projected over/underspend for this financial year	Financial Services	Balanced budget	See Financial Health Monitoring Report for details	See Financial Health Monitoring Report for details
Collection rates: council tax	Financial Services	96.1% target by year-end	54.41% Apr-Sep 2019	54.06% Apr-Sep 2020
Collection rates: business rates	Financial Services	98% target by year-end	56.22% Apr-Jun 2020	50.35% Apr-Sep 2020
Percentage of ICT service desk calls fixed at the first point of contact	Digital & Information Service	70% target	81.55% Apr-Jun 2020	83.67% Jul-Sep 2020
Level of customer complaints	Customer Access	Decrease	1,929 Jul-Sep 2019	1,572 Jul-Sep 2020
Proportion of customers using self-serve when getting in touch with the council	Customer Access	Increase	73.38% Apr-Sep 2019	79.98% Apr-Sep 2020
Percentage of subject access requests received responded to within statutory timescales	Information Management & Governance	88% target	84.9% (229 requests) Jul-Sep 2019	95.3% (212 requests) Jul-Sep 2020
Percentage of FOI and EIR requests received responded to within statutory timescales	Information Management & Governance	90% target From 1st September 2020	95.2% (745 requests) Jul-Sep 2019	91.2% (525 requests) Jul-Sep 2020
Percentage of orders placed with local suppliers	Procurement & Commercial Services	51.97% of expenditure across local suppliers & SMEs	50% of expenditure (£105.17m) Jul-Sep 2019	52% of expenditure (£115.92m) Jul-Sep 2020
Percentage of orders placed with small and medium-sized enterprises	Procurement & Commercial Services	51.97% of expenditure across local suppliers & SMEs	58% of expenditure (£109.08m) Jul-Sep 2019	60% of expenditure (£120.85m) Jul-Sep 2020
Prompt payment of invoices against target	Procurement & Commercial Services	92% target	92.81% Apr-Sep 2019	92.38% Apr-Sep 2020